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## **DNA Policy**

### **Introduction**

Approximately 105 appointments per month are 'Did Not Attend' (DNA), i.e. the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change appointment. The effect of this is:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources

### **Policy**

If a patient fails to attend a pre-booked appointment on more than one occasion in the last 12 months, an informal warning letter will be sent to the patient, advising them that a further occurrence could risk removal from the practice.

If the patient fails to attend another appointment, a formal warning letter will be sent reminding them that a further recurrence within the next 12 months will result in them being removed from the practice list.

If the patient fails to attend a third appointment, the matter will be discussed at the partners' meeting and a decision made as to whether the patient is removed from the list.

Warning letters are valid for a period of 12 months, removal based on warning greater than 12 months old will be invalid- in this case a further formal warning and period of grace will be required.

Dear

I see from your records that you were unable to attend your appointment on \_\_\_\_\_ at the surgery. I understand that at times we all may forget an appointment or there may be extenuating circumstances that prevented you from attending that day.

As a practice we had 1244 missed appointments in the last year. This has an impact on how the practice runs, as it may prevent other patients from seeing a doctor or other health care professional on the day they need to be seen.

The Practice now has a policy regarding missed appointments, a copy of which I enclose for your information.

If you are unable to attend the surgery for a future appointment, you can let us know in the following ways:

- **By telephone: (01258) 474500 or 474505** (Sturminster Newton) or **820015** (Marnhull) staff at either site can cancel appointments for you.
- **By email: [barnes\\_reception@gp-j81620.nhs.uk](mailto:barnes_reception@gp-j81620.nhs.uk)**
- **Fax: 01258 471547**

If you have a specific difficulty that you wish to discuss, that is preventing you from informing us when you cannot attend for an appointment, or if you would like to discuss the contents of this letter, then please ring me on the above telephone number and I will be happy to assist you.

Thank you for your co-operation in this matter.

Yours sincerely

**Laura Grant**  
**Administration Officer**

Dear

I have noticed from our records that you failed to attend another appointment on \_\_\_\_\_ at the surgery.

The practice regards repeated missed appointments very seriously and as a result this letter represents a formal warning that should a further appointment be missed, it will be discussed at the Partners meeting and you may be removed from the practice list without further notice.

If you are unable to attend the surgery for a future appointment, you can let us know in the following ways:

- **By telephone: (01258) 474500 or 474505** (Sturminster Newton) or **820015** (Marnhull) staff at either site can cancel appointments for you.
- **By email: [barnes\\_reception@gp-j81620.nhs.uk](mailto:barnes_reception@gp-j81620.nhs.uk)**
- **Fax: 01258 471547**

If you have specific problems that you wish to discuss that are preventing you from informing us when you cannot attend for an appointment then please ring me on the above telephone number and I will try and assist you.

Thank you for your co-operation in this matter.

Yours sincerely

**Laura Grant**  
**Administration Officer**

Dear

You will recall I wrote to you on [Insert date of initial warning letter] warning you that the Practice would remove you from the patient list should there be a recurrence of you not attending appointments

I regret to note that this previous warning does not appear to have resolved this issue and as a result I must advise you that you have been removed from the Practice list. The principle reason is:

**Repeated failure to attend pre-booked appointments**

This removal takes effect from

You are advised to register elsewhere for medical services; in the event of any difficulty you may contact the Dorset Primary Care Trust at:

The PALS Officer  
Hillfort House  
Poundbury Road  
Dorchester  
Dorset  
DT2 9TB

Yours sincerely

**Laura Grant**  
**Administration Officer**

# **Sturminster Newton Medical Centre & Marnhull Surgery**

## **MISSED APPOINTMENTS**

Due to the number of patients failing to attend for their appointment this may mean that you may not be able to see the doctor on the day that you wish to.

In an attempt to try and resolve this the practice has developed the following policy.

If you fail to attend appointments without informing us we will write to you asking if there are any specific problems preventing you from letting us know.

If you repeatedly fail to attend for appointments you may be removed from the practice list and have to find an alternative GP practice.